

## "Who Let the Dogs In?"

(Program for Assistance Dogs at JRCC) By: Donald Redmann, Warden of JRCC

In September we began to explore the possibility of starting an assistance dog program at the James River Correctional Center (JRCC). These types of programs are not new to the field of corrections and I personally had the opportunity to see one in operation while conducting an audit for ACA in Ohio. During that audit I saw potential for this program, not only for the public, but for the inmates at the facility.

We contacted Service Dogs for America (SDA) located in Jud, North Dakota. The staff was excited about the possibility of entering into a partnership that would benefit everyone involved. I toured their facility and was impressed with the program and the skills the dogs were trained to provide. They not only provide service

skills, but also friendship and assistance physically challenged individuals.

Shortly after my visit they, along with four assistance dogs, toured our facility to determine if we had the space and capabilities to operate. It was interesting to watch the reactions of the inmates as they encountered the dogs. Many were excited to see them, but others clearly changed their demeanor while interacting with the dogs.

We currently have a formal agreement to establish authority and responsibilities in managing the program. The staff from SDA will provide on site training and supervision of the inmates during the training period and will also be responsible for the food and veterinary care of the dogs. JRCC will provide adequate security, staff supervision, space and materials

> necessary to train and care for the dogs. Currently Case Manager Chad Pringle and Lt. Kari Frehse are providing leadership for program along with several officers, but our goal is to have all staff be a part of



started We with inmates as primary handlers, four as alternates and three training dogs; with a goal of up to ten dogs and 30 inmates at a time in the program. As the inmates training becomes more in-depth, we will be able to start with puppies at around eight weeks of age and work with them for about eighteen months. The dogs also need to be provided with real world

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experiences such as stores, vehicles, children and crossing streets. To accomplish this we need the help of staff and public volunteers to take a dog for the day or weekend to expose them to these elements.

It is important to understand that this is not a pet program but a "working dog" program. It requires strict adherence to the training regimen, maintaining a daily journal and taking care of the hygiene for each dog.

The carefully screened inmate handlers must maintain exceptional behavior. Each dog will have up to three handlers to assist with the work and care of the animal. housed The doas will be with the inmate handlers at all times as the dogs are trained basic skills. Once

trained, the dogs will return to SDA to complete the advance training required. This cooperative effort will significantly enhance SDA's ability to provide more service dogs to those in need. In addition, the inmates will gain experience and training as they provide a valuable service to the community.

Staff time will need to be dedicated to the program, but this is great opportunity to provide inmates with meaningful work and the potential to develop positive life skills. The staff is united in making the program a success and I hope you will have an opportunity to visit JRCC and see the program first hand. If you want to read more about the Service Dogs for America organization, you can visit their web site at www.greatplainsdogs.com.

## Change of Tides at YCC



Mr. Ron Crouse has been named Acting Superintendent at the Youth Correctional Center. Mr. Crouse has served as an integral part of the staff team at the Center for 15

years, and has played a leadership role since 1994. The Division of Juvenile Service expects more from its administrative team than simply an expectation of having put in one's time, and Ron is no exception to that rule. Ron is a careful, principled leader who embodies the traits research suggests are core characteristics of effective correctional staff. The North Dakota Youth Correctional Center has a long and proud history of providing correctional services to troubled youth, and Ron carries forward that tradition.

### New Feature on DOCR Web site

The IT Department has released a new way to inquire about offenders located in a North Dakota Correctional Facility on our web site. To get there go to our web site and on the left side under menu options click "Family & Friends" or "Offender Search" and then "Inmate Lookup" or you can click on the following link: http://www.nd.gov/docr/offenderlkup/index.asp. Once there simply type in the last name of

the offender and it will bring up a list of names that match. When you click on the name of the person you are looking for it will show a picture, date of birth, estimated release date and what facility they are located at. You can also inquire on Americas Most Wanted, FBI Most Wanted, ND Sex Offenders and the ND Amber Alert located under "Offender Search".

# **Electronic Email for Inmates**

Inmate families

and friends often

bear most of the

cost & burden of

communication with

the offenders in the

prison system.

By: Deputy Warden Patrick Branson

### **Technology Overview**

The term technology today is so widely accepted that we actually have divisions intended to separate one form from another. We have high tech, low tech, green technology, brown technology, space technology, hypertechnology, nanotechnology and finally, we even have the term "tech factor" to describe the level of technology. In the tech factor scale you would probably find e-mail at the lowest level. Let's be real here, even our parents have been e-mailing family and friends for years. However, the very minute you start to talk about e-mail for inmates the faces in the room turn sour and the mood turns to panic.

Just for clarification sake, I don't like the term e-mail in every application of electronic mail in regards to inmates. The only true e-mail application here is using kiosks for the delivery

of this technology to inmates. The most widely used application today is the print and scan method; the planned application for both the North Dakota State Penitentiary and the James River Correctional Center. This application does not allow an inmate access to a key board, computer screen or send or receive anything electronically. In this process the inmate receives the mail on

printed paper and sends a response in handwritten form on paper provided by the vendor and scanned by staff. We do plan to use kiosks at the Missouri River Correctional Center as our pilot project to learn more about kiosks and their place in our corrections environment.

### Background and Security

How I got to the point of being an advocate of electronic mail for inmates has everything to do with my history and experience with mail in the maximum-security setting. For the past seven years as Deputy Warden of Operations there was very little left to the imagination in regards to my experience screening mail. My office shares a wall with

the facilities mail room and all the screening takes place adjacent to me in the next office shared by two administrative services staff. Even though my duties as administrative oversight of this process pales in comparison to the volume of mail screened by these two administrative services staff, it would still take me hours to list all the examples I could recall of how contaminated the mail is entering correctional facilities today. The list would include narcotic infused pages and cards, pages stained with body fluids and perfumes, powders, herbs, minerals, oils and other items poured into envelopes and many other items; half of which I could not remember if I tried.

It would be virtually impossible to begin to identify the vast majority of unknown substances sent through the mail so looking for a totally sanitary and safe alternative is

exactly what brought us to this technology. This was by no means an accident. There is an old saying in this business; "always resolve all issues in your favor." I am very fortunate to serve on one National Institute of Justice (NIJ) sponsored advisory board (RULETC) and one NIJ sponsored Technology Working Group and I have a vast network of the best technological minds in the corrections profession today just

an e-mail away. The general consensus with most of these technology specialists in regards to solving most of the mail issues in corrections today is the electronic mail systems for inmates if applied properly. It is in our best interest to explore our options to clean up the mail screening process and provide safer and more secure methods for both staff and inmates.

There are a handful of states currently using an inmate electronic mail service provider and equally as many other states in the implementation process at this time. One of the largest correctional systems in the US, the Federal Bureau of Prisons, is currently

piloting the electronic mail delivery technology in

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20 of their facilities. They are interested in this technology for all the same reasons and the goals are to cut down on the amount of paper mail and the associated contraband that flows through their prisons (LRP Publications 2008). It is obvious this is a shared problem in the state prison systems, as well as the federal system.

### Cost and How it Works

I have addressed some of what we have to gain with this new technology in our prisons but is there a gain for the inmates and their families? The fact is the inmates and their families and friends have the most to gain. Inmate families and friends often bear most of the cost and burden of communication with the offenders in the prison system. In many cases family and friends send money to offenders for phone calls, they always drive or travel to the facilities for visits (many times hundreds of miles) and they pay a minimum of 42 cents to send in a letter through the mail. With the new electronic mail service families and friends can purchase 10 stamps for \$3.50 (.35)

per stamp), 20 stamps for \$6.00 (.30 per stamp) or 40 stamps for \$10.00 (.25 per stamp). The family or friend will also have a much greater chance the offender will respond back in a two-way transaction because the return sheet is pre programmed to go back to the person sending the

mail. They don't have this level of confidence if they send the offender money with hope that the offender purchases US Postage and eventually writes a letter. That money often is spent on other items in the commissary. As you can see, in a two-way transaction using stamps purchased for the \$10 amount through electronic mail the family can save 34 cents. When you look at the volume of mail some family members send these offenders there would be a huge savings over a year.

### Creating an Account and Features

The process for family and friends to sign up for this service is simple. However, a home or work computer would provide the most convenience but a public access computer such as a public library computer would work as well.

They simply go to www.jpay.com and follow the instructions for e-mail for offenders. family member or friend must set up an account in any event and, in the application of kiosk delivery, an inmate is still restricted because the kiosk will not give them access to the Internet. Once an account is set up the inmate is simply in a reactive role allowing them to respond either by handwritten and scanning method or responding to an e-mail after receiving a letter on the kiosk. An offender using a kiosk can initiate a letter to a family or friend if the account they use has ample funds and the only person they can write to is the person holding the account with the service provider. This prevents inmates from using the electronic mail service with anyone other than the person holding the account. The same control exists with electronic letters delivered through the print and scan method, as the offender receives a blank page along with their printed hardcopy letter with a barcode at the top of the page. The barcode routes the handwritten response upon scanning back to

the person holding the account through the service provider. Pictures can be sent for the cost of a stamp per each picture. This is where the home or work computer works best because the family or friend can send pictures from their personal files.

...go to
www.jpay.com
and follow the
instructions for
e-mail for offenders.

### Conclusion

The electronic mail system for offenders is a secure system with clear benefits for both the offender and the correctional agency. There are numerous security tools built into the program for the correctional staff. The goal with this technology is to increase the communication and frequency of contacts between the offender, family and friends by reducing the cost of mail, while providing increased security and safety to the facility staff. This is clearly a win-win solution to an age-old problem that has frustrated correctional mail room staff for years. My prediction is electronic mail will have the same impact on corrections as it has on society in general and stamps will eventually become a thing of the past.

Organizational Characteristics. All DOCR **Inmates. One Day Counts On The Last Day Of The** Month. These Numbers Use The Association Of State

Inmates. One Day Counts On The Last Day Of The Month. These Numbers Use The Association Of State Correctional Administrator (ASCA) Performance Based Measurement Standards (PBMS) And Are Based On The Controlling Sentence. The department is migrating to the use of these standards.	January	February	March	April	May	June	July	August	September	October	November
General Organization Information											
Prisoners Housed By DOCR Institutions	1,043	1,064	1,054	1,061	1,069	1,053	1,072	1,075	1,077	1,062	1063
Prisoners Outsourced (Not In A ND DOCR Facility)	383	366	363	356	375	397	381	383	384	410	412
Total Inmates Under DOCR Responsibility	1,426	1,430	1,417	1,417	1,444	1,450	1,453	1,458	1,461	1,472	1,475
Initial Prison Sentence By Court In Years											
Average Length of Sentence	5.06	5.09	5.09	5.09	5.04	5.04	5.03	5.03	5.00	5.03	4.99
Number Of Inmates In Sentence Category											
Inmates Serving Less Than 1 Year	48	41	39	39	39	36	37	32	33	34	32
Inmates Serving 1 To 3 Years	795	793	788	786	814	813	826	832	842	845	840
Inmates Serving 3 To 5 Years (3.01 to 5)	274	285	279	281	276	287	276	280	271	274	276
Inmates Serving 5 To 10 Years (5.01 to 10)	155	156	157	157	156	155	155	155	156	157	161
Inmates Serving 10 To 20 Years (10.01 to 20)	72	73	72	72	74	74	74	73	73	75	76
Inmates Serving 20 To 40 Years (20.01 to 40)	31	31	31	31	32	32	32	32	33	33	33
Inmates Serving More Than 40 Years (40.01 plus)	10	10	10	10	10	10	10	10	9	10	9
Inmates Serving Life With Parole	13	13	13	28	29	29	29	29	30	30	32
Inmates - Life Without Parole	28	28	28	13	14	14	14	14	14	14	16
Inmates - Death Sentence	0	0	0	0	0	0	0	0	0	0	0
Crime Distribution Statistics											
Part I Violent Crime Inmates	415	431	440	438	443	443	443	445	451	457	468
Other Violent Crime Inmates	158	155	148	150	152	153	150	154	154	164	160
Property Crime Inmates	288	284	286	291	296	305	309	311	310	306	301
Drug Offense Inmates	412	409	394	381	379	373	373	375	377	374	372
Other Public Order Offense Inmates	153	151	149	157	174	176	178	172	169	171	174
Other Crime Inmates	0	0	0	0	0	0	0	0	0	0	0
Inmate Demographics											
Average Inmate Age	34.72	34.75	34.64	34.40	34.23	34.09	34.03	33.81	34.03	34.36	34/39
Male Inmates	1,279	1,283	1,264	1,269	1,294	1,289	1,290	1,296	1,299	1,314	1317
Female Inmates	147	147	153	148	150	161	163	162	162	158	158
White Inmates	944	936	930	921	943	947	958	957	964	968	969
Black Inmates	76	79	82	80	81	83	83	83	83	86	86
Native Hawaiian or Pacific Islander Inmates	0	0	0	0	0	0	0	0	0	0	0
American/Alaskan Native Inmates	322	328	318	324	329	327	321	326	324	331	332
Hispanic Or Latino Inmates	78	82	82	86	84	86	85	85	82	79	79
Asian Inmates	2	2	2	3	4	4	3	4	4	4	4
Other Race/Ethnicity Inmates	4	3	3	3	3	3	3	3	4	4	5
Inmates With Unknown/Missing Race/Ethnicity	0	0	0	0	0	0	0	0	0	0	0
Inmates Non-Citizens	11	12	12	12	12	12	11	11	10	12	11

## The Playpen Project Celebrates Twenty Years of Magic

By: Keith Grabowska, Director of MRCC

Like a favorite movie rewind 20 years to when this project first started. No one, including me could have imagined

the impact it would have on our community. Now fast forward 20 years to the good part and here we are bringing smiles and laughter to more children then ever and we feel lucky to have been given a role in this great motion picture.

Since the Playpen Project started, it has been a combined effort involving The Bismarck Tribune, The Salvation Army, the North Dakota State Penitentiary and the Missouri River Correctional Center (MRCC). Our goal is to refurbish toys for the less fortunate families in the area by collecting used and new toys from the community and redistributing them.

This effort is a great collaboration between the agencies. The Bismarck Tribune furnishes advertising their publication informina community of the needs of the program. At the beginning of the program they were donating most of their available space in the front of their building until the program outgrew that allotted space. After that a semitrailer was placed on the South Dan's Supermarket parking lot where the public is free to drop off toys. The toys are then picked up by the MRCC staff and transported to the facility for repairs.

Within the past 20 years over 200 inmates have worked on cleaning and repairing the toys to be given to the children. The Women's Prison in New England has also played a huge part in preparing toys for distribution. Most of the toys sent to New England are dolls that require repairs and cleaning before they can be sent out.

Once the toys are ready The Salvation Army uses a program they developed that allows them to meet the needs of hundreds of families in our area that would have a very lean Christmas with out the possibility of utilizing this program.

The inmates at the facilities have always been interested in working on the Playpen Project and there is always a long list of those wanting to help. They have a knack for dealing with the toys, especially electronic ones, as well as bikes. They also feel it is a nice way to give back to the community and to help give children something that they themselves missed out on.

This program is one that benefits all involved. It draws the community and the DOCR closer together in a combined effort to give a joyous Christmas to thoseinneed. And unlike your favorite movie there is no end - only sequels.

## Good-bye to a Long Time Friend



Linda Houfek, Human Resource Director of the DOCR Central Office, retired on November 24 after 30 years of service. (23 of that being with the DOCR) She first started working in the Social Services Division and then moved to Pride Industries. A few years later she came to the Vocational Rehabilitation Department for several years and in 1985 moved into the position of Personnel Officer at the NDSP. In 1990 she became the Human Resource Director of the DOCR. Congratulations Linda on your retirement!

# YCC Helps United Way

Moritz, Youth Correctional St. Center Director of Administrative Services, volunteered to be YCC's fund raising coordinator for United Way. Her efforts began in 2005, when she set the first year's goal at \$450.00. She exceeded this amount by \$282.00. Her 2006 goal was \$769.00, which she exceeded by \$50.00. In 2007 she set the bar at \$860.00 and exceeded that by \$155.00 and lastly, in 2008, she has exceeded her goal of \$1,035.00 by well over \$200.00. Most United Way fund raising coordinators would stop at solicited individual donations from staff, but that money fell short of her goals. When she

sets out to complete a task or goal falling short was not in her vocabulary. She got creative by initiating such activities as Casual Week, Silent Auctions, Carnation Sales and White Elephant Sales. She would meet her goals by whatever means it took. As a member of the Administrative Team at the YCC, we are proud to have Donna as a member of our team. She approaches every task presented to her with that Pit Bull mentality and you can be assured the task will be completed with the utmost proficiency. Her United Way efforts are no exception. Well done Donna.

## Spirit of Excellence at YCC



Daphne Heid, Youth Correctional Center Math Teacher, received word that she has been chosen to receive the Donald Maley Spirit of Excellence Outstanding Graduate Student Citation. This

award named for Dr. Donald Maley,

founder of the Foundation for Technology Education, recognizes excellence in graduate level scholarship and leadership potential. She was nominated by Don Mugan, Professor Valley City State College. Daphne will be recognized at the International Technology Education Association Annual Conference to be held in Louisville, Kentucky in March 2009.

## DOCR Medical Department Streamlines Into the 21st Century

By: Kathy Bachmeier, Director of Medical Services



Currently the DOCR is working on a large project called EMRS "Electronic Medical Records System" which is a comprehensive computer-based records medical management software system that will be compatible with the DOCR's offender management system,

referred to as iTAG. It will create consistent medical records and allow DOCR Medical Staff to focus on patient care, diagnosis, treatment and disease prevention. EMRS provides patient records in real-time, accessible by more than one health care provider or staff member for the same record. The results are lower healthcare costs while improving the level of the quality of care. In addition, EMRS provides staff with tools that capture clinical data, simplify the transition to electronic medical records, and automatically populate medical records with pre-existing data where appropriate, while improving productivity without changing operational workflow; and the advantages list goes on...

The EMRS is into its 18th-month of development, which has, thus far, included:

- Defining our business operation and plan;
- Completing the RFP "Request for Proposal" and product/vendor selection process;
- Defining operational applications;
- Designing additional programs;
- Building interfaces.

The testing and implementation phase of the EMRS project is scheduled to be completed by May 1st, 2009. So far, the

project has met all its deadlines. The goal is to be operational by the end of the biennium.

The vender who was chosen to build the EMRS is AssistMed, Inc. which is a USA company that utilizes programmers from India and Canada. The application will allow the DOCR Medical Department to completely function paperless. The EMRS will be utilized by the DOCR Medical Departments providing services to both the Division of Adult Services and the Division of Juvenile Services which includes male and female offenders. The EMRS is web-based and includes:

- Comprehensive scheduling component;
- Complete pharmacy model, dental program, inpatient and outpatient programs, inventory management program; and
- Electronic physician order entry system Some of the features offered by the system are laboratory interfaces, ability to store digital radiographs, and an electronic medication delivery system.

The DOCR Medical Department and Information Technology Director, David Huhncke, has been involved in this lengthy process of implementing the EMRS project; and their effort is greatly appreciated. DOCR staff are gratified that the selected system

continues to live up to their expectations. It is also realized that much work is still ahead pending development completion and implementation of the **EMRS** project.



## Crocheting a Little Something...

(Turns Out To Be a Big Something)

By: JRCC Chaplain Mark W. Haines M. Div BCC

In a ramshackle dwelling somewhere in Nicaragua, a mother with her toddler smiles gratefully. Her baby boy will be warm in a soft, new blanket a gift from the mission team. In St. Petersburg, Russia an orphaned little girl treasures her very own cap. Boys at the orphanage received their own crocheted hacky sacks. Meanwhile here in the U.S. a young mother runs a hand over the soft, crocheted burial garment adorning her stillborn baby, "a gift from a prison in the Dakotas" so she's told.

Orphans in Lithuania, newborns in Africa, inner-city kids in the US, and a sitting United States President share a common thread, each have been encouraged by an inmate crochet program now in its fifth year at James River Correctional Center. One unique feature about the program is it is entirely male. One inmate's request for yarn with which to learn crochet got the ball rolling and within one month over a dozen men had learned and begun making many of the items listed above. Donations of yarn also came, and quickly.

With-in days of the initial inmate's request,

seemingly out of nowhere, women from a rural North Dakota church asked Chaplain if he could use a box of yarn, and would his inmates consider crafting baby caps for African newborns. This project continues even today. Other outreaches have included clothes for Kosovo (delivered by missionaries in Norway), pink scarves for cancer survivors through "hands to hearts" and flag blankets for the families of fallen soldiers.

These outreaches are only possible here at JRCC due to the forward and creative thinking of Unit Manager Stewart Baumgartner and Security Chief Kevin Arthaud. Their patience and foresight deserve mention...as do the hundreds of inmates who, by working with the Chaplain, figured out how to give something back.

A side note: Inspired by the good works of our inmates, and sensing God's hand in that work, the American missionaries who delivered the baby blankets to Nicaragua contacted us soon after their return home. Their next trip to Nicaragua would be to that country's prisons... to encourage the captives with song, and to teach them how to crochet.

## A Message From The Editor

The Insider Newsletter is an official publication of the North Dakota Department of Corrections and Rehabilitation, and is published four times each year. Its goal is to enhance communication and keep staff, and all those interested, informed of developments and achievements throughout the Department.

All employees are encouraged to submit articles, letters, comments, and ideas for future issues of The Insider to be considered in the next publication.

The Editor reserves the right to edit or exclude, if deemed inappropriate, any items submitted for publication. Please e-mail articles to:

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State of North Dakota

### **Parole Board Members**

Parole Board Members are appointed by the Governor for a three-year term. Parole Board Members are listed as follows:

**Members** John Olson, Chairman Dr. Richard Davison **Everett Nels Olson Budd Warren Beverley Adams** 

Vacant

October

November

December

Location

**Bismarck Bismarck** Minot Fargo

Fargo

4-5

8-9

6-7

### **Pardon Advisory Board Members**

Pardon Advisory Board Members are appointed by the Governor for an open ended term to include the attorney general, two members of the parole board, and 2 citizens/residents of the state. The Pardon Board Members are listed as follows:

**Pardon Advisory** 

**Board Dates for 2009** 

**Members** Duane Dekrey, Chairman Craig Smith Wayne Stenehjem Beverley Adams Everett Nels Olson

Location Pettibone **Bismarck Bismarck** Fargo Minot

November 10

### **Parole Board Meeting** Dates for 2009

#### 4-5 January 8-9 **February** 8-9 March April 5-6 3-4 (June PB) May 31 - June 1 June 28-29 (July PB) August 2-3 August 30-31 (September PB)

### Our mission is...

To enhance public safety, to reduce the risk of future criminal behavior by holding adult and juvenile offenders accountable, and to provide opportunities for change.

April 7